

ABSTRACT

1
2 A system and method of propagating exclusion records between
3 a plurality of networked call centers is provided. Each call
4 center includes a CTI system having a dynamic data record
5 exclusion system. The system includes an exclusion record
6 exporter and an exclusion record importer interfacing the dynamic
7 data record exclusion system at each networked CTI system, which
8 export and import exclusion records that are generated at one CTI
9 system to the remaining networked CTI systems. The method begins
10 by maintaining at least one exclusion table including at least
11 one exclusion record in a first call center's dynamic data record
12 exclusion system. Then, the exclusion records, along with a list
13 of the networked call centers to which the exclusion records
14 should be sent, are sent to an exclusion record exporter, where
15 they are saved in a transfer file. The exclusion record exporter
16 then transfers each transfer file to a defined directory at an
17 exclusion record importer at at least one other networked call
18 center. Each exclusion record importer searches its defined
19 directory and, if a new transfer file is identified, copies the
20 exclusion records to an appropriate exclusion table in that call
21 center's dynamic data record exclusion system.